

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, California 95814



June 1, 2004

ALL COUNTY INFORMATION NOTICE NO. I-35-04

TO: ALL COUNTY WELFARE DIRECTORS
ALL FOOD STAMP COORDINATORS

REASON FOR THIS TRANSMITTAL

- ☐ State Law Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order
- ☐ Clarification Requested by One or More Counties
- ☒ Initiated by CDSS

SUBJECT: ANNUAL FOOD STAMP PROGRAM (FSP) SURVEY OF
OPERATIONS AND ACCESS

REFERENCE: Manual Sections 63-104.21 (h) and 63-205.1, All County
Letter 94-11

The purpose of this letter is to request that all County Welfare Departments (CWDs) complete the Annual County FSP Survey of Operations and Access. As you are aware, state regulations require that all CWDs annually complete a survey and review of hours of operation of the FSP offices. This is to ensure that the needs of recipients are adequately met.

BACKGROUND

As with prior surveys conducted over the years, the information provided on the survey is useful to the California Department of Social Services (CDSS) in meeting statewide program needs. It allows CDSS to respond to information requests regarding the administration of the FSP by CWDs as well as evaluate legislative proposals and regulatory changes. Also, next year's outreach campaign will use the information compiled from the Access portion of the survey.

AUTOMATED SURVEY

This year the survey has been automated. In addition, the survey has been redesigned for administrative ease by including the most frequently cited responses from last year's survey. There is also an "other" category available for counties to use if an activity is not addressed by the available choices.

The survey is divided into three primary parts: A) Access and Awareness, B) Certification, and C) Issuance. Please be aware that these parts cover different time periods and information is to be reported accordingly. Part A should reflect activities conducted in State Fiscal Year (SFY) 03/04 and Parts B and C should

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reflect county operations as of June 30, 2004. These time periods are also defined in the survey itself.

The redesigned survey is an Excel file and may be accessed online from the CDSS website at:

http://www.dss.cahwnet.gov/dssdb/Surveys_1429.htm

Information regarding how to download the survey is available on this website. After downloading the survey, information for completing and submitting the survey can be accessed by opening the survey file and clicking on the various "buttons" located at the top and left sides of the file. Once the survey has been completed, it is to be submitted electronically. If you have any technical questions related to the electronic completion and submission of the survey, please contact Doris Bowers, Data Systems and Survey Design Bureau, at (916) 654-1214.

Completion of the survey electronically will save time, improve accuracy through the use of validation features, and facilitate data compilation of survey results. However, counties that are unable to submit the survey electronically may contact Katie Kwiatek (916) 654-1898 for a hard copy. If you are filling out a hard copy, please mail the completed survey to:

California Department of Social Services
Food Stamp Policy Bureau
744 P Street, M.S. 16-32
Sacramento, CA 95814
Attn: Katie Kwiatek

Please submit your responses no later than August 1, 2004.

For your information and to assist you in completing this year's survey, a summary of the responses to the last year's survey is attached. The attached summary has been divided into three sections: Certification (Attachment A), Issuance (Attachment B), and Access and Awareness (Attachment C). If you have any questions or comments regarding this letter, please contact Katie Kwiatek, Food Stamp Policy Implementation Unit, at (916) 654-1898.

Sincerely,

Original signed by F. Patrick Sutherland for:

RIGHTON YEE, Chief
Food Stamp Branch

Attachments



ATTACHMENT A

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

FOOD STAMP BRANCH

SUMMARY OF COUNTY HOURS OF OPERATION

Has added locations for certification:

- El Dorado County, (530) 642-7279, has added four sites for certification. Two of the new sites are at El Dorado County Health Department offices and two are at local hospitals. All of the new sites are open 8:00 a.m. until 5:00 p.m. Monday through Friday and have extended hours available.
- Fresno County, (559) 453-4430, has added one site for certification. The new site is the Heritage Center in Fresno and is open 8:00 a.m. until 5:00 p.m. Monday through Friday.
- Imperial County, (760) 337-6814, has added one site for certification. The new site is located in El Centro and is open 7:00 a.m. until 5:00 p.m. Monday through Friday.
- Merced County, (209) 385-3000, has added one site for certification. The new site was added in Livingston and is open 8:00 a.m. until 5:00 p.m. Monday through Friday.
- Nevada County, (530) 265-7101, has added one site for certification. The new site is a mobile van that is in operation from 9:00 a.m. until 11:30 a.m. on Thursdays, except the third week of the month.
- San Bernardino County, (909) 383-9707, has added one site for certification. The new site is located in Adelanto and is open 9:00 a.m. until 4:00 p.m. Monday through Friday.
- Stanislaus County, (209) 664-8144, has added one site for certification. The new certification site is located at a Planned Parenthood in Modesto and it is open 8:00 a.m. until 12:00 p.m. the third Friday of each month.
- Tulare County, (559) 685-4825, has added eleven sites for certification. One site has been added in both Lindsay and Dinuba, Tulare has two new sites, and Visalia and Poterville both have three new sites.

SUMMARY OF COUNTY HOURS OF OPERATION

Out of California's 58 counties, 53 counties have extended their office hours beyond the traditional hours of 8:00 a.m. - 5:00 p.m., or they provide appointments. The counties listed below have this year increased hours of operation and/or extended their hours.

Extended certification office hours:

- Contra Costa County, (925) 313-1554, is now open from 7:30 a.m. until 6:00 p.m. at one site.
- Del Norte County, (707) 464-3191, has extended their office hours by staying open until 4:00 p.m.
- Glenn County, (530) 934-6514, now has extended office hours available.
- All of Imperial County's sites, (760) 337-6814, are now open at 7:00 a.m.
- Monterey County, (831) 796-1544, is now open after 5:00 p.m. as needed.
- Sacramento County, (916) 875-3748, has extended certification hours at four sites by opening at 7:00 a.m. Eight other sites are now opening at 7:30 a.m.
- San Francisco County, (415) 558-4153, is now open from 5:00 p.m. until 7:00 p.m. on Thursdays at one site.
- San Joaquin County, (209) 468-1762, now has extended hours available.
- San Mateo County, (650) 802-7562, has extended certification hours at three sites and is open until 8:00 p.m. on Tuesdays and Thursdays.
- Santa Clara County, (408) 491-6710, will now accept phone application from 7:00 a.m. until 7:00 p.m. Monday through Friday.
- Stanislaus County, (209) 664-8144, has extended certification hours at one site and is open from 7:00 a.m. until 6:30 p.m. the fourth Wednesday of every month.
- Ventura County, (805) 652-7635 now has extended certification hours. Eight sites are by appointment, two sites are open 5:00 p.m. until 7:00 p.m. on Tuesdays, and one site from 5:00 p.m. until 6:30 p.m. on Wednesdays.

CERTIFICATION 2002/2003

COUNTIES	# OF SITES	HOURS/DAYS	EXTENDED HOURS	SERVICES I/
Alameda	6	8:30-5:00 M-F	7:00-8:30 & 12:00-1:00 & 5:00-6:00	All
Alpine	1	8:00-5:00 M-F	Available Upon Request	All
Amador	1	8:00-5:00 M-F	7:00-8:00 & 5:00-6:00	All
Butte	2	8:30-4:30 M-F	7:30-8:30 & 4:30-5:00	All
Calaveras	1	9:00-4:00 M-F	7:00-9:00 & 4:00-6:00	All
Colusa	4	(2) 8:00-4:30 M-F (1) 8:00-4:15 M-F (1) 8:00-4:00 M-F	(1) 12:00 - 1:00 (4) Appointments	All
Contra Costa	7	(5) 8:00-12:00 & 12:30-5:00 M-F (2) 8:00-5:00 M-F (1) 7:30-6:00 M-F	(4) 12:00 - 12:30	All
Del Norte	1	9:00-12:00 & 1:00-4:00 M-F	8:00-9:00 & 4:30-5:00 M-F	All
El Dorado	6	8:00-5:00 M-F	Available - Dept. has alternative work schedules	All
Fresno	17	(6) 8:00-5:00 M-F (2) 9:30-3:30 M, T, R, F (1) 8:00-5:00 M, T, R, F (1) 9:00-12:00 2 nd & 4 th T (1) 9:00-3:00 M, T (1) 9:00-12:00 T, R (1) 9:00-12:00 & 1:00-4:00 R, F (1) 9:00-3:00 M-F (1) 1:00-4:00 4 th T (1) 9:00-11:00 1 st R (1) 9:00-11:00 1 st M	Lunch Hour and Drop Boxes. Telephone interviews as necessary.	All
Glenn	2	8:00-5:00 M-F	Extended Hours Available	All
Humboldt	3	(1) 8:30-12:00 & 1:00-5:00 M-R 10:00-12:00 & 1:00-5:00 F (1) 8:30-12:30 & 1:00-5:00 M-F (1) 8:00-12:00 & 1:00-5:00 M-F	(1) By appointment	All
Imperial	8	7:00-5:00 M-F		(6) AP, AA, IC (2) All
Inyo	3	8:00-5:00 M-F	Available	All
Kern	8	7:30-5:30 M-R	Lunch Hour	All
Kings	2	8:30-4:00 M-F 8:00-4:00 M-F	(1) Lunch Hour & Open Early/Stay Late (1) Lunch Hour by Request & Open Early/Stay Late	All
Lake	1	8:00-4:00 M-F	Lunch Hour & Appointments	All
Lassen	1	8:00-5:00 M-F	Lunch Hour & Appointments	All
Los Angeles	31	7:00-3:00 M-F	(2) Extended Hours Available	All
Madera	3	8:00-5:00 M-F	(3) By Appointment	All

CERTIFICATION 2002/2003

COUNTIES	# OF SITES	HOURS/DAYS	EXTENDED HOURS	SERVICES 1/
Marin	2	(1) 7:30-4:45 M-F (1) 8:30-12:00 & 1:00-5:00 M-F		All
Mariposa	2	9:00-4:00 M-F 9:00-1:00 2 nd & 4 th W	Appointments between 8:00-9:00 & 4:00-5:00	All
Mendocino	2	7:00-12:00 & 1:00-5:00 M-F	7:00-8:00	All
Merced	3	8:00-5:00 M-F	(1) 5:00-7:00 R	All
Modoc	1	10:00-4:00 M-F	Available	All
Mono	4	(3) 8:00-5:00 M-F (1) 9:30-4:00 M, T, R, F	(1) On Call	All
Monterey	3	8:00-5:00 M-F	Open Lunch Hour & After 5 as Needed	All
Napa	3	8:00-5:00 M-F		All
Nevada	8	(1) 8:00-4:00 M-F (2) 8:00-12:00 & 1:00-5:00 M-F (1) 7:30-12:00 & 1:00-4:30 M-F (1) 9:00-11:30 R except 3 rd Wk (1) 9:00-11:30 R 3 rd Wk (1) 1:00-3:30 T by appointment (1) 1:00-4:00 M	(6) Special appointments upon request	All
Orange	14	7:00-5:00 M-F	Clients seen by appointment after 3:30	All
Placer	3	(2) 8:00-5:00 M-F (1) 8:00-12:00 & 1:00-5:00 M-F	(2) Open Lunch Hour and as Needed (1) Open as Needed	All
Plumas	1	(1) 8:00-5:00 M-F (1) 8:00-12:00 & 1:00-5:00 M-F	(1) Open Lunch Hour (1) Interviews scheduled during Lunch Hour when necessary	(1) AP, AA, ESS (1) IC
Riverside	12	7:00-5:30 M-R & 8:00-5:00 F	Open early Monday - Thursday	All
Sacramento	39	(24) 8:00-5:00 M-F (6) 7:30-5:00 M-F (3) 7:00-5:00 M-F (1) 7:30-5:00 M-F (1) 7:30-4:30 M-F (1) 8:00-4:00 M-F (1) 7:00-4:30 M-F (1) 8:00-4:30 M-R & 8:30-12:00 F (1) 8:30-4:30 M-R & 8:30-1:00 F	(4) 5:00 - 9:00 M - F (2) 5:00 - 6:30 M (1) 5:00 - 8:00 T (1) 5:00 - 7:00 T (1) 5:00 - 6:30 W	(34) All (5) IC
San Benito	3	8:00-5:00 M-F	(2) Lunch Hour	All

CERTIFICATION 2002/2003

COUNTIES	# OF SITES	HOURS/DAYS	EXTENDED HOURS	SERVICES 1/
San Bernardino	16	(13) 9:00-4:00 M-F (3) 7:30-4:00 M-F	(1) 7:00-7:30 & 4:00-6:00 M-F (1) 7:00-9:00 & 4:00-5:30 M-F (1) 4:00-6:00 M-F (3) 7:00-9:00 & 4:00-6:00 M-F (7) 7:00-9:00 & 4:00-5:30 M-F (2) 7:00-9:00 & 4:00-5:00 M-F (1) 7:00-9:00 & 4:00-5:45 M-F	All
San Diego	15	(17) 8:00-5:00 M-F	(9) 7:00-8:00 M-F (3) 6:45-8:00 M-F (1) 7:15-8:00 M-F	(11) All (4) IC
San Francisco	5	(1) 7:30-5:00 M-F (3) 8:00-5:00 M-F (1) 1:00-4:00 TR	(1) 12:00 - 1:00 M - F (1) 5:00 - 7:00 R	All
San Joaquin	1	8:00-5:00 M-F	Before & After hours & Lunch Hour	All
San Luis Obispo	5	8:00-5:00 M-F	Before & After hours & Lunch Hour	All
San Mateo	8	(7) 8:00-5:00 M-F (1) 8:00-5:00 T-F	(3) 8:00 pm T & R Applications provided & accepted only.	All
Santa Barbara	6	8:00-4:00 M-F	Before & After Hours, Lunch Hour, & Home Visits/Phone Apps.	All
Santa Clara	9	8:00-5:00 M-F	7:00-7:00 Phone Applications	All
Santa Cruz	4	8:00-5:00 M-F	7:00-8:00 & 5:00-7:00 & Lunch Hour M - F	All
Shasta	3	(1) 7:30-5:30 M-F (2) 8:00-5:00 M-F	Appointments 12:00-1:00 M-F & 5:00-7:00 W	All
Sierra	1	8:00-12:00 & 1:00-5:00 M-F	By appointment as needed	All
Siskiyou	2	8:00-5:00 M-F	7:00-8:00 & 5:00-6:00 M-F	All
Solano	5	(2) 8:30-5:30 M-F (1) 8:00-5:00 M-F (1) 8:00-5:30 M-F (1) 8:30-5:00 M-F	By appointment	All
Sonoma	3	8:00-5:00 M-F	At request appointments can be made from 7:00-5:30	All

CERTIFICATION 2002/2003

COUNTIES	# OF SITES	HOURS/DAYS	EXTENDED HOURS	SERVICES I/
Stanislaus	15	(4) 8:00-5:00 M-F (2) 8:00-5:00 M-F (1) 8:00-12:00 M & 10:00-5:00 W & 1:00-5:00 R (1) 8:00-5:00 M (1) 8:00-5:00 R (1) 8:00-5:00 1 st M (1) 8:00-12:00 1 st & 3 rd T (1) 8:00-12:00 4 th M (1) 8:00-12:00 1 st M (1) 8:00-12:00 1 st & 2 nd W (1) 8:00-12:00 3 rd F	(1) 12:00-1:00 M-F 7:00-6:30 4 th W (2) 12:00-1:00 M-F	(5) All (9) AP, IC, AA (1) AP
Sutter	1	8:00-5:00 M-F	Appointment or Home Visit	All
Tehama	2	8:00-5:00 M-F	7:00-5:30 M-F	All
Trinity	3	(1) 8:00-5:00 M-F (1) 9:30-12:00 & 1:00-3:00 M-F	(2) Lunch Hour (1) 7:00 or 5:00 Appointments	All
Tulare	16	(5) 7:30-5:30 M-R & 8:00-12:00 F (4) 8:00-5:00 M-F	(5) By appointment	All
Tuolumne	1	8:00-4:00 M-F		All
Ventura	12	(11) 8:00-5:00 M-F (1) 9:00-5:00 M-F	(8) By Appointment (2) 5:00-7:00 T (1) 5:00-6:30 W	All
Yolo	2	8:00-5:00 M-F	12:00-1:00 M-F	All
Yuba	2	8:00-5:00 M-F	By appointment 7:00-8:00; 12:00-1:00; 5:00-6:00	All



ATTACHMENT B

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

FOOD STAMP BRANCH

ISSUANCE 2002/2003

COUNTY	AGENT TYPE	ISSUANCE TYPE	% OF TOTAL	# OF SITES	HOURS/DAYS	COUPONS STAGGERED
Alameda	CWD	EBT	100%	5	8:30-5:00 M-F & Appointments	N/A
Alpine	CWD	DM & ADOTC	100%	1	8:00-5:00 M-F	1 st -10 th
Amador	CWD	DM	100%	1	8:00-5:00 M-F	1 st -10 th
Butte	Other	DM	100%	1	N/A	1 st -10 th
Calaveras	CWD	DM	100%	1	1:30-4:30 M-F	1 st -6 th
Colusa	Sacramento Svs. CWD	DM	100%	1	N/A	1 st -10 th
		EBT	100%		8:00-4:00 M-F	N/A
Contra Costa	CWD	EBT	100%	8	8:00-5:00 M-F	N/A
Del Norte	CWD	EBT	100%	1	8:00-11:30 & 1:00-4:30 M-F	N/A
El Dorado	Sacramento Service & Development Corporation	DM	100%	1	N/A - Extended Hours Available	1 st -10 th
Fresno	(6) Money Mart (1) Money Mart (1) Pharmacy (1) Fastrip Store	FAIR FAIR & DM FAIR FAIR	100% 73% & 27% 100% 100%	9		1 st -10 th
Glenn	Sacramento Svs.	DM	100%	1	8:00-5:00 M-F	1 st -10 th
Humboldt	Redwood CWD Hoopa CWD Garberville	ADOTC & DM ADOTC ADOTC	85% & 28% 8.3% 3.9%	3	(1) 9:30-12:00 & 1:00-5:00 M-F (1) 8:30-12:00 & 1:00-5:00 M-F (1) 8:00-12:00 & 1:00-5:00 M-F	1 st -10 th *Start EBT 8/03
Imperial	CWD	EBT	100%	1	7:00-5:00 M-F	N/A
Inyo	CWD	DM	100%	1	8:00-5:00 M-F	The 1 st of each month.
Kern	Money Mart	DM & ADM & ADOTC	22% & 1% & 76%	6	9:00-6:00 M-Sat 9:00-5:00 Sun/1 site	1 st 10 business days M-S
	CWD	ADOTC	1%	5	7:30-5:30 M-R	
Kings	Dollar Fin. Group	DM & ADOTC	5% & 95%	1	9:00-7:00 M-R & 9:00-8:00 F & 9:00-7:00 Sat & 11:00-3:00 Sun	The 1 st of each month.
Lake	CWD	DM & ADOTC	20% & 80%	1	8:00-4:00 M-F	12 Working Days
Lassen	CWD	DM & ADM	37% & 63%	1	8:00-5:00 M-F 9:00-11:30 & 1:30-4:00 1 st 3 Working Days of Month	N/A
Los Angeles	Check Cashing	FS Online Issuance	100%	98	Various * Available upon Request	N/A
Madera	Dollar Fin. Group	ADM	100%	2	9:30-6:00 M-F; 9:30-4:00 Sat; 9:30-7:00 1 st Working Day of the Month	N/A
Marin	CWD	EBT	100%	2	(1) 7:30-4:45 & (1) 8:00-5:00 M-F	N/A
Mariposa	CWD	ADOTC	100%	2	9:00-4:00 M-F & 9:00-1:00 2 nd W	N/A

ISSUANCE 2002/2003

COUNTY	AGENT TYPE	ISSUANCE TYPE	% OF TOTAL	# OF SITES	HOURS/DAYS	COUPONS STAGGERED
Mendocino	CWD	DM & OTC	40% & 60%	2	8:00-12:00 & 1:00-5:00 M-F	1 st -15 th
Merced	CWD	EBT	100%	1	8:00-5:00 M-F	N/A
Modoc	CWD	DM	100%	1	10:00-4:00 M-F	First of the Month
Mono	CWD	DM	100%	1	8:00-5:00 M-F	1 st -5 th
Monterey	CWD	DM/OTC	8%	2	9:00-4:00 M-F	1 st -10 th
	CCS	DM	92%		8:00-5:00 M-F	
Napa	CWD	DM	100 %	3	8:00-5:00 M-F	All out on the 1 st
		EBT - July 1	100% - July 1			
Nevada	CWD	DM	86%	1	8:00-4:00 M-F	1 st -10 th
		OTC	14%			
Orange	CWD	EBT	100%	7	7:00-5:00 M-F	N/A
Placer	CWD - Auburn	DM & ADOTC	46% & 18%	2	10:00-5:00 M-F	1 st -10 th
	CWD - Roseville	ADOTC	36%		10:00-12:00 & 3:00-5:00 M-F	
Plumas	CWD	DM	98%	1	8:00-4:00 M-F	1 st 5 Working Days
		ADOTC	2%			
Riverside	CWD	EBT	100%	12	7:30-6:00 M & 7:00-5:30 T-R & 7:30-5:00 F	N/A
Sacramento	Sacramento Svs.	DM	23%	6	N/A	1 st -10 th
	SSDC	FAIR	77%		9:30-6:30 M-S	
San Benito	SSDC	DM	100%	1	8:00-5:00 M-F	1 st -10 th
San Bernardino	CWD	EBT	100%	16	9:00-4:00 M-F	N/A
San Diego	CWD	EBT	100%	11	(7) 7:00-5:00 M-F (3) 6:45-5:00 M-F (1) 7:15-5:00 M-F	N/A
San Francisco	CWD	EBT	100%	2	8:00-5:00 M-F	N/A
San Joaquin	CWD	EBT	100%	1	8:00-5:00 M-F & Appointments	N/A
San Luis Obispo	CWD	EBT	100%	5	8:00-5:00 M-F	N/A
San Mateo	CWD	EBT	100%	7	8:00-5:00 M-F	N/A
Santa Barbara	CWD	EBT	100%	4	8:00-4:00 M-F	N/A
Santa Clara	CWD	EBT	100%	9	8:00-5:00 M-F	N/A
Santa Cruz	CWD	EBT	100%	2	8:00-12:00 & 1:00-5:00 M-F	N/A
Shasta	CWD	DM & ADOTC	95% & 5%	1		First 9 Working Days
Sierra	CWD	DM & Pick-up	99% & 1%	1	8:00-12:00 & 1:00-5:00 M-F	First of the Month
Siskiyou	CWD	DM & ADOTC	85% & 15%	1		1 st -4 th
Solano	CWD	EBT	100%	3	7:00-5:30 M-F	N/A
Sonoma	CWD	EBT	100%	3	8:00-5:00 M-F	N/A
Stanislaus	CWD	EBT	100%	3	8:00-5:00 M-F & 7:00-6:30 4 th W	N/A

ISSUANCE 2002/2003

COUNTY	AGENT TYPE	ISSUANCE TYPE	% OF TOTAL	# OF SITES	HOURS/DAYS	COUPONS STAGGERED
Sutter	CWD	DM & OTC	70% & 30%	1	8:00-5:00 M-F	1 st -10 th *Start EBT 9/03
Tehama	Other	DM	100%	1	Extended Hours of Operation	1 st -10 th
Trinity	CWD	ADM, DM & ADOTC	100%	1	8:00-5:00 M-F	Last Working Day of the Month.
Tulare	CWD	EBT	100%	5	7:00-6:00 M-R; 8:00-12:00 F	N/A
Tuolumne	Money Mart	DM & ADOTC	.1% & 99.9%	1	9:00-5:45 M-F & 9:00-4:45 Sat	N/A
Ventura	CWD	EBT	100%	12	8:00-5:00 M-F	Mail for special circumstances
Yolo	CWD	EBT	100%	2	8:30-4:15 M-F	N/A
Yuba	CWD	DM & DM	80% & 20%	1	2:00-4:00 M-F	Last Day & 1 st 9 Working Days of the Month



ATTACHMENT C

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

FOOD STAMP BRANCH

C: ACCESS AND AWARENESS ACTIVITIES

COUNTIES	Ala	Alp	Ama	Bte	Cal	Col	CC	Del	ED	Fre	Gle	Hum
Access Activities												
Applications directly accessible	X	X		X	X	X	X	X	X	X	X	X
Multi-Language applications	X	X	X	X	X	X	X	X	X	X	X	X
Assistance available in completing applications	X	X	X	X	X	X	X	X	X	X	X	X
In-home visits elderly & disabled		X	X	X		X	X	X	X	X	X	
In-home visits no available transportation		X		X		X	X		X	X	X	
Outstationing eligibility workers						X		X	X	X		X
Re-evaluates FS benefits on cash-aid leavers	X	X	X	X	X	X	X	X	X	X	X	
Awareness Activities												
Provides FSP educational materials	X	X	X	X	X	X	X	X	X	X	X	
Maintains a food stamp "hotline"	X			X			X			X		X
Hotline has a live operator				X								X
Uses local media for public service announcements												
Targets migrant workers	X		X	X	X	X				X	X	
Participates in community events	X		X	X	X	X	X		X	X	X	X
Partners with other agencies	X		X	X	X	X	X			X	X	X
Uses committee/taskforce for collaboration	X		X		X	X	X			X		X
	Ala -- Alameda			Bte --Butte				CC -- Contra Costa			Fre -- Fresno	
	Alp -- Alpine			Cal -- Calaveras				Del - Del Norte			Gle -- Glenn	
	Ama -- Amador			Col -- Colusa				ED -- El Dorado			Hum --Humboldt	

C: ACCESS AND AWARENESS ACTIVITIES

COUNTIES	Imp	Ino	Ker	Kin	Lak	Las	LA	Mad	Mrn	Mpa	Men
Access Activities											
Applications directly accessible	X	X	X	X	X		X	X	X	X	X
Multi-Language applications	X	X	X	X	X	X	X	X	X	X	X
Assistance available in completing applications	X	X	X	X	X	X	X	X	X	X	X
In-home visits elderly & disabled		X	X	X		X	X	X	X	X	X
In-home visits no available transportation		X	X	X		X	X	X	X		
Outstationing eligibility workers	X	X	X	X		X	X	X	X	X	X
Re-evaluates FS benefits on cash-aid leavers	X	X	X			X	X		X		X
Awareness Activities											
Provides FSP educational materials	X	X	X	X	X	X		X	X	X	X
Maintains a food stamp "hotline"			X				X		X		X
Hotline has a live operator			X						X		
Uses local media for public service announcements			X	X		X					
Targets migrant workers	X		X	X	X	X	X	X	X		X
Participates in community events	X		X	X	X	X	X	X	X	X	X
Partners with other agencies	X		X	X		X	X		X		X
Uses committee/taskforce for collaboration	X		X			X	X		X		X
	Imp - Imperial			Kin - King		LA - Los Angeles				Mpa -- Mariposa	
	Ino -- Inyo			Lak -- Lake		Mad - Madera				Men -- Mendocino	
	Ker -- Kern			Las - Lassen		Mrn - Marin					

C: ACCESS AND AWARENESS ACTIVITIES

COUNTIES		Mer	Mod	Mno	Mon	Nap	Nev	Ora	Pla	Plu	Riv	Sac	Sben
Access Activities													
Applications directly accessible			X	X	X	X	X	X	X	X	X	X	X
Multi-Language applications		X	X	X	X	X	X	X	X	X	X	X	X
Assistance available in completing applications		X	X	X	X	X	X	X	X	X	X	X	X
In-home visits elderly & disabled		X		X	X	X	X	X	X	X	X	X	X
In-home visits no available transportation				X		X	X	X	X	X	X	X	X
Outstationing eligibility workers		X		X		X	X	X	X		X	X	X
Re-evaluates FS benefits on cash-aid leavers		X	X		X	X	X	X	X		X	X	X
Awareness Activities													
Provides FSP educational materials		X	X	X	X	X	X	X	X	X	X	X	X
Maintains a food stamp "hotline"		X			X				X			X	
Hotline has a live operator													
Uses local media for public service announcements												X	X
Targets migrant workers					X							X	
Participates in community events			X	X	X		X	X	X	X		X	
Partners with other agencies			X		X		X	X	X	X	X	X	
Uses committee/taskforce for collaboration		X			X		X	X	X			X	
		Mer - Merced			Mon -- Monterey				Ora - Orange		Riv - Riverside		
		Mod -- Modoc			Nap - Napa				Plu - Plumas		Sac -- Sacramento		
		Mno -- Mono			Nev - Nevada				Pla - Placer		Sben - San Benito		

C: ACCESS AND AWARENESS ACTIVITIES

COUNTIES	SBdo	SD	SF	SJ	SLO	SM	SB	SCL	SCR	Sha	Sie
Access Activities											
Applications directly accessible	X	X	X	X	X	X	X		X	X	X
Multi-Language applications	X	X	X	X	X	X	X	X	X	X	X
Assistance available in completing applications	X	X	X	X	X	X	X		X	X	X
In-home visits elderly & disabled	X	X	X	X	X	X	X		X	X	X
In-home visits no available transportation	X	X			X	X	X		X		X
Outstationing eligibility workers	X	X	X	X	X	X	X		X	X	
Re-evaluates FS benefits on cash-aid leavers		X	X	X	X	X	X		X	X	X
Awareness Activities											
Provides FSP educational materials	X	X	X	X	X	X	X	X	X	X	X
Maintains a food stamp "hotline"	X	X	X		X			X		X	
Hotline has a live operator	X	X			X					X	
Uses local media for public service announcements								X			
Targets migrant workers											
Participates in community events	X	X	X	X	X	X	X		X		X
Partners with other agencies	X	X	X	X	X	X	X	X	X	X	X
Uses committee/taskforce for collaboration	X	X	X	X	X	X	X	X	X	X	
	SBdo -- San Bernardino			SJ -- San Joaquin			SB -- Santa Barbara			Sha - Shasta	
	SD -- San Diego			SLO -- San Luis Obispo			SCL -- Santa Clara			Sie - Sierra	
	SF -- San Francisco			SM -- San Mateo			SCR -- Santa Cruz				

C: ACCESS AND AWARENESS ACTIVITIES

COUNTIES	Sis	Sol	Son	Sta	Sut	Teha	Tri	Tul	Tuo	Ven	Yol	Yub
Access Activities												
Applications directly accessible	X		X	X	X		X	X	X	X		
Multi-Language applications	X	X	X	X	X	X	X	X	X	X	X	X
Assistance available in completing applications	X	X	X	X	X	X	X	X	X	X	X	X
In-home visits elderly & disabled	X	X	X	X	X	X		X	X	X	X	X
In-home visits no available transportation	X		X	X	X		X	X	X	X	X	X
Outstationing eligibility workers	X	X	X	X				X		X	X	X
Re-evaluates FS benefits on cash-aid leavers	X	X	X	X	X	X	X	X	X	X	X	X
Awareness Activities												
Provides FSP educational materials	X	X	X	X	X	X	X	X	X	X	X	X
Maintains a food stamp "hotline"	X	X		X				X	X			
Hotline has a live operator		X		X				X				
Uses local media for public service announcements				X								
Targets migrant workers				X				X			X	
Participates in community events	X	X	X	X	X	X		X		X	X	X
Partners with other agencies	X	X	X	X						X		
Uses committee/taskforce for collaboration			X	X		X	X			X	X	
	Sis – Siskiyou				Sta – Stanislaus			Tri – Trinity		Ven – Ventura		
	Sol – Solano				Sut – Sutter			Tul – Tulare		Yol – Yolo		
	Son – Sonoma				Teha – Tehama			Tuo – Tuolumne		Yub – Yuba		

Collaboration Efforts – Partnerships:

Alameda – Food banks, Head Start Locations, WIC and various clinics.	Amador – Health Department and CBO's
Butte – Food Stamp and Medi-Cal Supervisors attend meeting at Area Agency on Aging.	Calaveras -- Provides FSP information to their Human Resource Council for their Mobile Food Pantry. They also partner with the UC Davis Cooperative Food Stamp Nutrition Program
Colusa – Child Abuse Prevention Council, Domestic Violence Task Force	Contra Costa – WIC, CHDP, Contra Costa Health services, Community Wellness & Prevention Program, and Food and Nutrition Policy Consortium.
Fresno – Healthy Family	Glenn – HRA is a one stop. Works with Community Services Office
Humboldt –“Project Lean” through the public health department, local food bank, family resource centers and local CBOs	Imperial – Participates in Homeless Taskforce meetings includes DSS, CBO's, Medi-Cal, CPS and Adult Protective Services/IHSS.
Kern – County network for Children, Medical Outreach Clinic, KMC Healthy Babies, School districts, Aging and adult services, Migrant community	Lake – Hunger Task Force Group, Health Start, UCCE
Lassen – Public Health, Mental Health, Alcohol and Drug, Children's System of Care, Family Resource Centers, CalWORKs, Medi-Cal, GA, Adult and Children's Services, local WIC providers	Los Angeles – Los Angeles County Department of Health Services Health Promotion Nutrition Program; Food Stamp Nutrition Education Program UCCE; Los Angeles County/City Unified School District
Mariposa – Mountain Crisis services (domestic violence CBO), Area 12 Agency on Aging	Marin – Area Agency Aging; H&HS Info. & Referral Desk; Ritter House; WIC; Public Health
Mendocino – Public Health, Food Banks, Ministerial Association, City & County official to develop a plan for nutritional support throughout the county	Merced – Public Health, Head Start, Community Action Agency Nutrition Services and WIC
Nevada – Hispanic community groups, Veteran's Stand Down and Food Bank.	Monterey – Central Coast Hunger Coalition, The Food Bank for Monterey County, WIC, Five-a-Day, Alisal School Dist. and FANOUT.
Placer – UC Cooperative Extension and WIC	Orange – County is a Nutrition Network LIA. Children and families commission, Community Action Partnership, Health Care Agency, Fullerton College, various school districts, and Department of Education – ACCESS program
Riverside – Participates in a pilot project as part of the WIC, FS and Medi-Cal collaboration to increase participation in the FSP and collaborates with Nutrition Services to distribute informational brochures to assist limited income families buy more nutritious foods	Plumas – Alliance for Workforce Development and Child Abuse Prevention Council
San Benito – Community Service Program, Emergency Shelter and the local food pantry program	Sacramento –Senior Nutrition Services, several School Districts, the Hunger Commission and Legal Services of Northern California
San Diego – East region Bi-monthly Community Meeting, Emergency Resources Group and School Attendance Review Board	San Bernardino – Schools, CBOs, Hospitals and other county, city and state agencies. Participates in the Workable 29 and the West End Food Collaborative
San Joaquin – King School Community Collaborative, share info with health plan workers	San Francisco – CalWORKs, Medi-Cal, Employment Services, GA
San Luis Obispo – CalWORKs, Medi-Cal, and Harvest Bag	San Mateo – Medi-Cal
Santa Barbara – Medi-Cal, WIC, Project LEAN and the UC Cooperative Extension Program	Santa Clara – Department of Aging and Adult Services, Children's Health Initiative

Santa Cruz – Hunger Coalition, WIC, Second Harvest Food Bank and the Child Nutrition Collaborative.	Shasta – The Food Group, a coalition that consists of staff from the public health agency, CBO and Faith Based Organizations
Sierra – Local food banks	Siskiyou -- Schools
Sonoma – Schools, the UC Cooperative Extension and Medi-Cal	Solano –Food Bank
Stanislaus – Seniors, Schools, WIC, Public Health, and UC Extension	Sutter – Veterans Office
Tehama -- CalWORKs	Trinity – County Hunger Committee
Yolo –County Food Bank Coalition, CalLearn	Ventura – Medi-Cal

Out-Stationing of Eligibility Workers:

Of the counties answering the survey, 67 percent reported that they had out-stationed workers. Counties indicated that workers were located in places such as: Hospitals, WIC, Local Crisis Center, health clinics, family resource centers, vocational training centers, Healthy Start centers, one-stop centers, homeless shelters, senior outreach sites, schools, Veteran's Administration Office, Air Force Base, rehab centers, probation offices, churches and migrant fairs. Some counties have mobile units.

Participation in Community Events:

Many counties, 78%, participate in: Health Fairs, Job Fairs, Harvest Festivals, Spring Carnivals at Schools, County Fairs, Community Resource Fairs, Migrant Fairs, Senior Programs, Veterans Stand Down and Faith-based events. (Besides Fairs and other community events the following counties also participate in other types of events)

- Alameda – WIC, Food Banks, clinics
- Butte – Provides information during emergency situations
- Calaveras – Job Connection and Salvation Army
- El Dorado – local school groups, Alcohol recovery programs, Rotary and Lions Clubs
- Fresno – Mariachi festivals, Food Bank events, events sponsored by Assembly member
- Kern – community collaborative, school districts
- Kings – healthy start sites, naval base
- Los Angeles – healthcare fairs, county expos, school fairs
- Mariposa – Women's information expo, senior functions
- Mendocino – Private Industry Council, schools and health, hunger and nutrition forum
- Monterey – community events (SCORE), Koffee Klatch provides information to Spanish speaking parents of local school district
- Nevada – Hispanic community groups, food bank
- Orange – Food banks, boys and girls clubs, schools, Asian gardens, fiesta Market Place, center for disabled, and Latino Town Hall
- Placer – WIC Outreach Nutritional (education) Program
- San Bernardino – homeless and women's shelters, schools and education/job support programs

Santa Barbara – Head Start and Migrant Education as part of Project Lean
Tehama – Community Partners, service clubs
Tulare – ESL classes
Yuba – Monthly visits to the Local Air Force Base and the community
Connections for Recent Parolees.

Outreach Efforts – Best Practices:

Of the Counties that responded many indicated that they had collaborative partnerships with other agencies such as WIC, food banks and CBOs. They also participated in community based functions where workers distribute FSP information and applications and answer questions and the out-stationing of workers were among their most important outreach activities: (The following is list of counties that participate in other types of outreach activities)

Butte County has expanded their Website and has a community resource brochure. They also have Medi-Cal eligibility staff trained to accept and process FS applications and customers also have access to FS information through the county One Stop(s) partners.

Calaveras – partnership with the Human Resource Council.

Colusa – “outreach is easy ...Our offices are small and friendly and clients seldom wait to see a worker. The informality eases communication with the client. The atmosphere is our most effective outreach.”

El Dorado County stations eligibility workers in the community (remote site services).

Fresno County has a Mobile Intake unit that provides services to people in remote areas with little or no transportation.

Glenn County has after hours operations and because we are a One Stop we have many opportunities to reach the community.

Imperial County has seven Family Resource Centers located throughout the county.

Kern County spends time explaining the benefits of applying for FS during all client contacts at Department of Health Services offices and clinics. They also make personal contact with weavers of FS and Medi-Cal.

Los Angeles County has a Direct Certification Program, which is a partnership between the Department of Public Social Services (DPSS) and school districts in Los Angeles County. Annually, in June, DPSS provides a computer tape listing all approved CalWORKS and Food Stamp cases and a computer match is done by the participating school districts to match these cases with the students enrolled in their schools. When a match occurs, the student is automatically provided with free school lunches. The Los Angeles and Glendale School

Districts obtain the yearly tape from our Department and coordinate the match with participating school districts. Approximately 80% of the school districts in Los Angeles County currently participate in direct certification. LA County and the California Food Policy Advocates are continuing to expand the program to include school districts that are not currently taking advantage of direct certification in order to increase the number of eligible children approved to receive free school meals. DPSS also provides Food Stamp education/outreach materials to school districts and participates in a Mail-In Food Stamp Application Program with the Los Angeles Regional Food Bank, the Daughters of Charities Ministries, and the Asian Pacific Ventures Association and other community based organizations.

Marin County works with the Aging Department to encourage the elderly to apply.

Mariposa County sends a FS survey to clients each year – “the questions actually inform.”

Orange County – “Collaboration with the County of orange Health Care Agency in their role as administrator of local California Nutrition Network funds.”

Plumas County provides application at the hospitals and at their One Stop Center.

Sacramento County -- Collaborates with other organizations and programs; including outreach activities using VISTA workers for the Hunger Commission to distribute fliers at Senior Centers and other locations.

San Benito County uses local media; “especially the local Spanish radio station...Monthly we hold a “question and answer” hour on the air.”

San Bernardino County makes services available outside of normal office hours. They also process applications and provide information at local elementary schools. “Providing good customer service that meets the client’s needs.”

Santa Clara County works with their Safety Net Committee which provides an opportunity for all agencies to work together to identify and meet the food needs of the community.

Sierra – Word of mouth.

Stanislaus County has a Media Campaign. The county also has a monthly news letter that is sent to TANF households.

Tulare County makes food stamp applications available at health clinics and local hospitals.

Ventura County most effective outreach activities have been Veterans' Stand Down, senior centers, Medi-Cal outstationed services.

Outreach Efforts – Future Plans:

Many counties have indicated that due to fiscal constraint many of the activities that they would like to do or have planned have been curtailed. However, many counties continue to plan to participate in community event and provide information to community and school groups. As EBT rolls out many counties are working to assist clients in the transition to EBT.

Contra Costa County plans to provide FS training to volunteers at food and nutrition base CBO's.

Fresno County continues to target seniors.

Glenn County plans to continue working with Family Resource canthers for outreach.

Humboldt County is involved in a state-wide pilot project with WIC and is hoping to target senior in an awareness project.

Imperial County is planning on posting food stamp information posters at CBO's.

Kern County will continue to participate at local job fairs, and school open house. The county is also expanding FS application taken by new recipients of Medi-Cal and making the FS application available by FAX, FFY and email. The county is also working on outreach funding in schools through the Nation Health Services.

Los Angeles County sends eligibility workers from two district offices to non-traditional sites, such as food pantries and senior centers, to take applications. LA County has developed a nutritional guide for recipients that will be distributed the later part of 2003 through 2004. A link has been established from the County website to the USDA-FNS website so clients can use the new pre-screening tool. The Child Medi-Cal Enrollement Project eligibility workers will continue to offer families the opportunity to apply for Food Stamps. The Health & Nutrition Access Committee is continuing to identify barriers that prevent eligible households from participating in the Food Stamp Program and to develop solutions to eliminate these barriers. LA County also has a commitment to disseminate specially designed Food Stamp Nutrition Program educational materials via Community Based Organizations, health facilities, schools, libraries, churches, food pantries, grocery markets and neighborhood stores throughout Los Angeles County.

Marin County will continue to conduct nutrition surveys with clients in collaboration with public health nutritionists.

Mendocino County provides employers a presentation with a packet of information including brochures, fliers and referral forms for their employees.

Monterey County is finalizing procedures for Mail-In Food Stamp Application for use in collaboration with local CBOs. The county is also planning to distribute

brochures to all schools who wish to participate to be sent home with students with free and reduced price meal applications.

Sacramento County is looking into advertising the FSP on the bus and light rail system. The county provides applications and training to homeless providers.

San Bernardino County plans to continue to coordinate with WIC and is in the process of developing a project with a local CBO that received a DHS grant to promote nutrition/FS participation.

San Diego County plans to continue to make presentations at CBO's, schools, nutrition centers, elder centers, pre-schools. The county also plans to refer people to the FNS.USDA.GOV website and plans to develop a county FS website.

San Francisco County has a cross training program to maximize staffing resources. They are also planning outreach to the elderly, disabled, and homeless informing them about the Restaurant Meals Pilot Program. They are also planning outreach to immigrant community regard changes in immigrant legislation.

Santa Clara County is planning a six-month pilot project to take FS application at local food distribution sites. The county is currently constructing an internet website and is planning to install informational Kiosks in the lobbies of their Intake Offices. The county is also working with laid off airport screeners to provide them application assistance.

Santa Cruz – Health Care outreach and WIC.

Sonoma County is working to integrating the FS and Medi-Cal office.

Sutter County is planning on making monthly visits to the Women's Prison to provide FS program information.

Ventura County intends to collaborate with senior nutrition programs, foster care, veterans' services, public health and school districts in an effort to reach additional populations.

Yolo County is working to coordinate with the Federal Food Distribution Program to provide applications and information at rural distribution sites.